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Facsimile Cover Sheet

To: Utility Commission
Company:
Phone:
Fax: 803-896-5199
From: David J Baker
Company:
Phone: 630-300-5323
Fax:
Date: 2
Pages including this cover page:

Message: _____

RECEIVED

MAR 09 2011

CLEANING OFFICE

Duke Energy
Customer Service Center
970 David Taylor Drive
Charlotte, NC 28262

8 March 2011
19 January 2011

Re: Acct #
115 Caldwell St.
Chester, SC 29706

Docket Number 2011-77-E

The Duke Energy bills for this account at the aforementioned address have been consistently increasing without merit. The thermostat is kept between 68-70 degrees Fahrenheit at all times without fail.

December's bill was an excessive \$380+ bill that was paid with some hesitancy, being that it was a nearly \$100 jump from the previous month.

January's bill was an astronomically high \$525!!! The thermostat remains the same and the house-a double-wide mobile unit, remains quite chilly, yet you send us a half of a thousand dollar bill for the month.

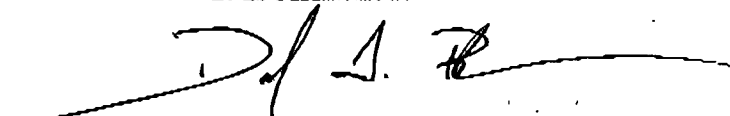
We spoke with a customer service rep on 18 January 2011 and with supervisor, Rozelle (employee #4287278) and stated my abject displeasure with Duke Energy and your fiscal rape in this regard. We are incensed with Duke Energy and cannot afford this.

This account has been active for a number of years without any interruption in service or delay in payment as it has always been by way of automatic monthly drafts. Due to the extremely excessive amount of this bill, we are no longer authorizing the automatic drafts for payment and this is your notice to cease such processes, immediately. We will have to begin to pay in person as everyone else does.

Upon purchase of the house in 1984, a Duke Power employee came out to inspect and spoke of an RC-9 rating system and shared that Duke Power charges different rates to different customers depending upon many factors, including housing, location and insulation. You must be charging us the highest rating you have.

We have spoken with the utility commission regarding this matter and find it necessary to have this situation of the fiscal rape looked into. To be in an economically depressed and challenged area as Chester County is with massive under and unemployment, it is incredible that fiscal giant Duke Energy, with its planned merger with Progress Energy to become the largest energy corporation in the nation, is committing fiscal rape via depleting meager human and financial resources with such burdensome energy bills.

It Is Affirmed.



David J. Baker